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SECTION 9

PROPOSAL EVALUATION

This Section describes how the State plans to evaluate the responding proposals, and identify the proposals that meet the RFP's objectives and provide the best value for the State. It is the State's intent to conduct a comprehensive, impartial evaluation of all proposals received. The State will use a pass/fail and weighted score, two-envelope method of selection.

9.1 RECEIPT

Proposals must be delivered by the date and time stated in RFP Section 1.5, Key Action Dates. Each proposal will be date and time marked as it is received, and verified that it is properly sealed. Proposals will remain sealed until the designated time for opening. Final Proposals received after the date and time specified in RFP Section 1.5, Key Action Dates, for receipt of Final Proposals will be deemed non-responsive and will be rejected.

9.2 EVALUATION OF CONCEPTUAL PROPOSALS

Conceptual Proposals received by the specified time and date will be opened and reviewed for functional correspondence to the requirements of the RFP. A schedule will be prepared for each Bidder showing the time that the State will meet with the Bidder to confidentially discuss items that need clarification and any defects in concept found by the State. Prior to the scheduled discussion, the State will prepare a Discussion Agenda itemizing the points to be covered. At the conclusion of the discussion, the State will prepare a Discussion Memorandum documenting the clarified items and agreements as to how the Bidder proposes to correct the noted defects. A copy of the Discussion Memorandum will be sent to the Bidder.

It is imperative that no cost or pricing figures or statements are included in the Conceptual Proposal. Inclusion of such figures or statements may cause the Bidder to be disqualified from the procurement.

9.3 EVALUATION OF DETAILED TECHNICAL PROPOSALS

Detailed Technical Proposals received by the specified time and date will be opened and reviewed for detailed compliance with the requirements of the RFP. A schedule will be prepared for each Bidder showing the time that the State will meet with the Bidder to confidentially discuss items associated with the Bidder's Detailed Technical Proposal that need clarification and any defects found by the State. Prior to the scheduled discussion, the State will prepare a Discussion Agenda itemizing the points to be covered. After the Confidential Discussion, the State will prepare a Discussion Memorandum documenting the clarified items and agreements as to how the Bidder proposes to correct the noted defects. A copy of the Discussion Memorandum will be sent to the Bidder.

It is imperative that no cost or pricing figures or statements are included in the Detailed Technical Proposal. Inclusion of such figures or statements may cause the Bidder to be disqualified from the procurement.

9.4 EVALUATION OF DRAFT PROPOSALS

Draft Proposals will be opened at the time designated for receipt and briefly reviewed in an attempt to detect administrative or clerical errors and inconsistencies which, if contained in the Final Proposal, may cause the bid to be rejected. If such errors are found that can be corrected without overhauling the proposal, the Bidder will be notified and given an opportunity to correct the indicated errors before the Final Proposal submittal. It is not the intent of the State to review the Draft Proposals at this time for total responsiveness to all the RFP requirements. Note that this is not an opportunity to make major changes to the bid, but only to correct those errors that could cause the Final Proposal to be deemed non-responsive on a technicality. The State will not be in a position during this review to determine if a defect could be material and cause the Final Proposal to be rejected. The State makes no warranty that all such errors will be identified during the review of the Draft Proposal or that such errors remaining in the Final Proposal will not cause the bid to be rejected.

It is imperative that no cost or pricing figures or statements are included in the Draft Proposal. Inclusion of such figures or statements may cause the Bidder to be disqualified from the procurement.

A schedule will be prepared for each Bidder showing the time that the State will meet with the Bidder to confidentially discuss items associated with the Bidder's Draft Proposal that need clarification and any defects found by the State. Prior to the scheduled discussion, the State will prepare a Discussion Agenda itemizing the points to be covered. After the Confidential Discussion, the State will prepare a Discussion Memorandum documenting the clarified items and agreements as to how the Bidder proposes to correct the noted defects. A copy of the Discussion Memorandum will be sent to the Bidder.

9.5 EVALUATION OF FINAL PROPOSALS

9.5.1 Proposal Opening and Validation Check

All proposals received by the time and date specified in RFP Section 1.5, Vendor Key Action Dates, will be received and evaluated. No final proposals will be accepted after the date and time specified in Section 1.5, Key Action Dates. There will be no announcement identifying Bidders until the public Cost Opening. Proposal volumes 1, 2 and 4 will be opened and checked for the presence of the required information in conformance with the requirements of this RFP. The separately sealed envelope containing the final cost response to this RFP (Volume 3 of the proposals) will remain sealed and will be stored under lock and key until completion of the administrative and technical evaluations. When the administrative and technical evaluations are complete,

Volume 3 of all compliant (non-rejected) proposals will be opened at the Public Cost Opening and subsequently evaluated. Absence of required information may deem the proposal to be non-responsive and may cause rejection.

9.5.2 Validation Against Requirements

The State shall check each proposal in detail to determine its compliance to the RFP requirements. All requirements will be evaluated as either pass or fail.

If a proposal fails to meet a “Mandatory” or “Mandatory-Optional” RFP requirement, the State will determine if the deviation is material as defined in RFP Section 2. A material deviation of a Mandatory or Mandatory-Optional RFP requirement may cause rejection of the Bidder’s entire proposal. An immaterial deviation of a Mandatory or Mandatory-Optional RFP requirement will be examined to determine if the deviation will be accepted. If accepted, the proposal may be processed as if no deviation had occurred.

If a proposal fails to meet a “Desirable” RFP requirement, the State will determine if the deviation is material as defined in RFP Section 2. A material deviation of a Desirable RFP requirement will preclude the State from further consideration of the Bidder’s offer regarding that Desirable requirement, but will not cause rejection of the entire proposal. An immaterial deviation of a Desirable RFP requirement will be examined to determine if the deviation will be accepted. If accepted, the Bidder’s offer regarding that Desirable RFP requirement may be considered as if no deviation had occurred.

9.5.3 Scored Technical Evaluation

In addition to the pass/fail evaluation described above, Bidder’s responses to certain RFP requirements will be evaluated with an opportunity to receive scored points. The score awarded for each scorable RFP requirement, with the exception of costs, shall be assigned as shown in Table 9.5.3-A, below.

Table 9.5.3-A, Evaluation Criteria

Evaluation Criteria	Score
Does not commit to provide	0
Demonstrates significantly less value than desired	1
Demonstrates less value than desired	2
Demonstrates average value expected	3
Demonstrates more value than expected	4
Demonstrates significantly more value than expected	5

The Score Earned as a result of the above evaluation is then multiplied times the specific Assigned Weight of the RFP requirement, resulting in the actual Points Earned for that requirement. The potential Maximum Available Points for each scored RFP requirement is the highest possible Score Earned (5) times the requirement's Assigned Weight. The total Maximum Available Points for all scored RFP requirements is 15,000. The RFP's scored requirements, their Assigned Weight and Maximum Available Points are listed in Table 9.5.3-B, below.

Table 9.5.3-B, Possible Scored Technical Evaluation Points

Note that the figures in those rows that are in **bold type** are a sum of the figures contained in that row's subsections.

RFP Section Number	RFP Section Title (includes all RFP subsections)	Assigned Weight	Maximum Available Points	Score Earned 0 - 5	Points Earned
5.3	Bidder Responsibility (see Section 9.5.3.2, below)	100	500		
5.22	Customer References (see Section 9.5.3.1, below)	25	125		
6.1	Compliance with Section 4	50	250		
6.1.1	Commitment to State Vision	50	250		
6.3	Voice Network Services	270	1,350		
6.3.1	Voice Network Design	100	500		
	Interoperability	20	100		
	Scalability	20	100		
	Survivability	20	100		
	Redundancy	20	100		
	Diversity	20	100		
6.3.6	Advanced Intelligent Network Services	25	125		
6.3.7	Toll Free Services	20	100		
6.3.8	Toll Free Enhanced Call Routing (ECR)	30	150		
6.3.12	Calling Card Services	10	50		
6.3.13	Audio Conferencing	20	100		
6.3.14	Network Automatic Call Distributor	30	150		
6.3.15	Intelligent Call Routing	35	175		
6.4	Voice Line-Side Services	280	1,400		
6.4.1	Minimum Requirements	30	150		
6.4.2	Measured Business Line Services	25	125		
6.4.3	Central Office Exchange - Basic Services	50	250		
6.4.4	Central Office Exchange - Enhanced Services	50	250		
6.4.5	Call Center Services	25	125		
6.4.7	Central Office Trunk Services	20	100		
6.4.8	Voice Mail Services	25	125		
6.4.9	Interactive Voice Response (IVR) Services	25	125		
6.4.10	Existing Consolidated Services	30	150		
6.5	Voice Network Operations and Management	100	500		
6.5.1	General Description	25	125		
6.5.3	Disaster Recovery and Emergency Operations	75	375		

RFP Section Number	RFP Section Title (includes all RFP subsections)	Assigned Weight	Maximum Available Points	Score Earned 0 - 5	Points Earned
6.6	Data Services (6.6.1 Data Network Design)	325	1,625		
	Interoperability	50	250		
	Scalability	50	250		
	Survivability	50	250		
	Redundancy	50	250		
	Diversity	50	250		
	Security	50	250		
	Ubiquity	25	125		
6.7	Data Network Operations and Management	125	625		
6.7.1	General Description	25	125		

RFP Section Number	RFP Section Title (includes all RFP subsections)	Assigned Weight	Maximum Available Points	Score Earned 0 - 5	Points Earned
6.7.3	Disaster Recovery and Emergency Operations	100	500		
6.8	Alternate Technologies	175	875		
6.8.1.1	CO Network-Based VoIP Design Model	55	275		
6.8.1.2	Premises-Based Fully Managed VoIP Design Model	55	275		
6.8.2	MPLS Services	25	125		
6.8.2.1	MPLS Design Model	20	100		
6.8.3	Managed IP Based Video Conferencing Services	10	50		
6.8.4	Net Conferencing	10	50		
6.9	Cable and Wire Facilities	50	250		
6.9.2.1	Locating and Marking Services	10	50		
6.9.2.2	Emergency Restoration Services-Fiber Loop	10	50		
6.9.3.1	Underground Service Alert Lookups	10	50		
6.9.5	Services Related Hourly Support	20	100		
6.11	End User Support	150	750		
6.11.1	General Requirements	40	200		
6.11.2	Planning	25	125		
6.11.3	Design	25	125		
6.11.4	Provisioning and Implementation	25	125		
6.11.5	Marketing Requirements	10	50		
6.11.6	Training Requirements	25	125		
6.12	Invoicing Services	175	875		
6.12.1	Invoicing System Requirements	100	500		
6.12.2	Invoice Content Requirements	75	375		
6.12.6	CALSTARS	0	0		
6.13	Contractor Provisioning Performance	100	500		
6.13.1	Networked Provisioned Voice Services	50	250		
6.13.2	Site Work	25	125		
6.13.3	Contracted Service Project Work	25	125		
6.14	Client Advocacy	150	750		
6.14.1	Customer Service Center	120	600		
6.14.2.1	Escalation Plan	10	50		
6.14.2.2	Technical Resources	10	50		
6.14.2.3	Network Outage Response	10	50		
6.15	Service Level Agreements (SLAs)	350	1,750		
6.15.4	Table A - Data SLAs	200	1,000		
6.15.5	Table B - Voice and Line Side SLAs	50	250		
6.15.6	Table C - Contract Management & Client Services	50	250		
6.15.9	Installation Interval SLAs	50	250		
6.16	Fiscal Management	175	875		
6.16.1	Fiscal Management Database(s)	175	875		
6.17	Management Tools and Reports	200	1,000		
6.17.3	Client Trouble Ticket Reporting & Tracking System	100	500		
6.17.4	Service Provisioning & Tracking System	50	250		

RFP Section Number	RFP Section Title (includes all RFP subsections)	Assigned Weight	Maximum Available Points	Score Earned 0 - 5	Points Earned
6.17.6	Network Backbone Monitoring Application/Tool	50	250		
6.18	Required Implementation/Transition Strategy	200	1,000		
6.18.1	Transition Requirements of Startup	100	500		
6.18.2	Transition Requirements of Termination	100	500		
Totals:		3,000	15,000		

9.5.3.1 Customer Reference Evaluation

The Customer Reference forms submitted by the Bidder in response to RFP Section 5.2 will be evaluated, by totaling the scores on each form, calling the referenced contact person to verify the form and the reference's experiences with the Bidder. The customers will be interviewed in at least the following areas:

- Size, nature and scope of services provided
- Transition from previous services (if any) to contracted services
- Service delivery and performance
- Maintenance and ongoing support
- Contract compliance
- Responsiveness of the Bidder's personnel
- Overall positive or negative nature of the customer's experience

Each customer reference contact person must be willing and able to answer questions that the State may ask (i.e., familiar with what transpired, not bound by confidentiality, etc.) If a referenced contact cannot be reached or does not respond within three (3) working days after a message is left by the State, the State may ask the Bidder for a different contact person for the same referenced client. If, after the third try, the Bidder is unable to provide an available referenced contact person, the Customer Reference may receive a zero score, and/or the proposal may be rejected.

If, during the State's interview with the referenced contact person, the person is not willing to validate their rankings of the Bidder or if the contact person discloses information in conflict with the submitted reference's score, the State may at its sole discretion reduce the claimed points. Furthermore, instances of significant negative legal or administrative actions taken by the reference against the Bidder, or cancellation of a referenced contract for cause, may also at the sole discretion of the State, reduce the claimed reference points or be grounds for rejection of the Bidder's proposal. Bidders may not use participants of this procurement effort as a reference.

9.5.3.2 Bidder Responsibility

RFP Section 5.3 stipulates that the Bidder must assure the State that it has the resources to successfully perform if awarded the contract. The State will evaluate the Bidder's response to RFP Section 5.3 using the methodology provided in Table 9.5.3-A. At a minimum, the factors evaluated will include:

- Bidder personnel, in the numbers and with the skills required, that the Bidder expects to assign to the contract.
 - Equipment of appropriate type (switches, networks, control centers, etc.) and in sufficient quantity.
 - Experience in similar endeavors.
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The Bidder may include its subcontractors in this submission, but the Bidder must identify each subcontractor's specific role and responsibilities proposed for CALNET. A subcontractor's resources and experience shall only be evaluated as contributing towards the Bidder's responsibility to the degree that it directly pertains to the proposed role and responsibility of the subcontractor.

9.5.3.3 Final Demonstration

A final demonstration may, at the discretion of the State, be held after the evaluation of the administrative, technical and contractual requirements is complete, and before costs are opened. Note that a final demonstration can effect the determination of compliance with RFP requirements and/or affect the award of scored evaluation points if the demonstration results in findings that are different from the prior evaluation of the requirement being demonstrated. A final demonstration, if held, may require demonstration of those RFP requirements selected from those marked for validation by demonstration as described in RFP Section 10. Failure to satisfactorily pass the demonstration in accordance with the procedures in Section 10 and the demonstration plan submitted by the Bidder (if required) may result in the rejection of the Bidder's proposal.

9.5.4 Cost Evaluation

9.5.4.1 Cost Opening and Validation

The envelopes containing the Bidders' proposed costs shall not be opened until all other evaluation factors have been completed. Only those Bidders whose proposals are compliant with all RFP mandatory and mandatory-optional

requirements shall be considered. Cost envelopes of non-compliant Bidders shall not be opened or considered. The costs will be opened at a publicly announced time and place. The cost opening shall be open to all Bidders and the public. Prior to the costs being opened, the names of all compliant Bidders will be announced, as well as their total technical points earned. When the costs are opened, the proposed Total Cost as presented in each compliant Bidder's cost proposal shall be announced and recorded.

The RFP Evaluation Team will review the Bidders' cost data to ensure validation against requirements (e.g., completeness, no stated limitations or constraints, etc.), and the results of the validation will be recorded. Following this validation and recording, the RFP Evaluation Team members shall review the individual cost elements and check for arithmetic errors against the State's cost model used for evaluation purposes.

9.5.4.2 Cost Evaluation Methodology

Each compliant Bidder's proposed and validated Total Cost shall be scored relative to the validated Total Cost proposed by the compliant Bidder offering the lowest cost. This lowest-cost compliant Bidder shall receive 35,000 points, the maximum possible points assigned for costs. All other compliant Bidders will receive a portion of the maximum possible points relative to the cost of the lowest compliant Bidder.

An example of the evaluation of Bidders' proposed costs:

For example, in the evaluation of the Bidders' proposed costs, Bidder C might have the lowest Total Cost of \$260,000,000 and earn 100% of the total possible points available for cost evaluation, while Bidders A and B earned less, as depicted below:

<u>Bidder</u>	<u>Total Cost bid</u>	<u>ratio of lowest cost to Bidder's cost</u>	<u>equals percent earned</u>	<u>times possible points</u>	<u>generates earned points</u>
A:	\$280,000,000	$\frac{\$260,000,000}{\$280,000,000}$	92.86%	35,000	32,500
B:	\$300,000,000	$\frac{\$260,000,000}{\$300,000,000}$	86.67%	35,000	30,333
C:	\$260,000,000	$\frac{\$260,000,000}{\$260,000,000}$	100.00%	35,000	35,000

9.5.4.3 Evaluation Cost Model

The Bidder's Total Cost used in the above Cost Evaluation Methodology shall be derived from the Bidder's proposed costs associated with each cost element contained in the Cost Table of RFP Section 7 (RFP Exhibit 7-A) times the quantities for these cost elements as also contained in the Cost Table of RFP Section 7 (RFP Exhibit 7-A). Note that Bidders shall only insert their individual cost elements in Exhibit 7-A, and shall not make any adjustments to the table, including quantities. Note that the quantities contained in Exhibit 7-A are for cost evaluation purposes only, and do not commit the State to any expectation of the quantities of services actually ordered by State and local agencies.

9.6 SELECTION

Final proposal selection will be based on the highest point score among the proposals that are responsive to the requirements of the RFP. Responsiveness shall include but not be limited to meeting the administrative, technical, and contractual requirements, and conforming to the rules of RFP Section 2. The State reserves the right at any time to reject any or all proposals. The total points possible are 50,000 as follows:

	Total Possible Points	Percent of Total Points
Technical Evaluation Points	15,000	30%
Cost Evaluation Points	35,000	70%
Total Evaluation Points	50,000	100%